

# **New Orleans Civil Service**

AN EQUAL OPPORTUNITY EMPLOYER

OFFICIAL CLASS TITLE

ENTRANCE SALARY: \$32,702 PER YEAR

ADMINISTRATIVE SUPPORT SPECIALIST I (CLASS CODE 0029)

FINAL DATE FOR FILING APPLICATIONS: Applicants will be accepted until this announcement is withdrawn. Applicants who have taken the written examination for this position will not be allowed to repeat that portion of the examination for a period of six (6) months from the date of their last test. Applicants who have taken the performance examination will not be allowed to repeat that portion of the examination for a period of one (1) month from the date of their last test, not to exceed four (4) times within a year.

## KIND OF WORK:

Office management work, encompassing supervisory, secretarial and administrative functions; and related work as required.

## MINIMUM QUALIFICATION REQUIREMENTS:

- 1) High School Diploma. Original High School Diploma or GED issued by the State Department of Education must be presented at the time of application.
- 2) Permanent status with the City of New Orleans in a class of work having a pay grade equal to or higher than Senior Office Support Specialist (pay grade 44) and two (2) years of experience at that level.
- 3) Successful completion of the following courses offered by the Civil Service Employee Growth and Development Division or equivalent courses offered by the Sewerage & Water Board's Training Division:

<u>Note</u>: The Civil Service Department reserves the right to determine what courses are considered equivalent.

Basic Grammar Usage and Proofreading	(COMM		<u>Or</u>		
Basic Grammar Usage and Proofreading	(COMM	111)	<u>And</u>		
Basic Grammar Usage and Proofreading	(COMM	112)			
Public Speaking and Oral Presentation	(COMM	120)			
Business Writing	(COMM	130)			
Business Math	(COMP	410)			
Records Management	(MGMT	840)			
The Office and Office Management	(MGMT	850)			
Human Relations	(PBSV	210)			
Techniques of Good Customer Service	(PBSV	220)			
Telephone Techniques	(PBSV	230)			
Introduction to Supervision (SUPV					
Personnel Interviewing	(SUPV	620)			

# **AND** One (1) of the following courses:

Counseling & Coaching Employees	(SUPV 640)
Team Building	(SUPV 650)
Effective Crisis Intervention with Employees	(SUPV 680)
Conflict Management	(SUPV 690)

Announcement No. 7982 (Amended 11/01/06 and 07/01/08)

<u>Note:</u> MIS courses (Introduction to PC's course, MS/PC-DOS or OS (FM) course, and three (3) software application courses), which are normally requirements for this position, have been waived until further notice.

### KIND OF EXAMINATION:

A qualifying computerized keyboarding test with a minimum of thirty-five (35) words per minute after the deduction of errors, a qualifying written examination and a qualifying rating of training and experience to determine that the candidate meets the minimum qualifications. Credit will only be given for related experience gained within the last ten (10) years.

Note: Applicants who have taken and passed the typing test after 12/31/2001 with a score of at least 35 words per minute need not repeat the typing test for this position.

This is a non-competitive promotional examination limited to permanent employees of the City of New Orleans in accordance with Rule V, Section  $8.1\ (d)$ .

THE CITY OF NEW ORLEANS IS AN EQUAL OPPORTUNITY EMPLOYER AND DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, NATIONAL ORIGIN, GENDER, AGE, PHYSICAL OR MENTAL DISABILITY, SEXUAL ORIENTATION, CREED, CULTURE, OR ANCESTRY. REQUESTS FOR ALTERNATE FORMAT OR ACCOMMODATIONS SHOULD BE DIRECTED TO DODDIE K. SMITH AT (504) 658-3516 OR TTY/VOICE AT (504) 658-2059 OR 1-800-981-6652.

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#### GENERAL INFORMATION AND REQUIREMENTS

Applications will not be accepted if received after the closing date or after the stated maximum number of applications has been received, as specified on this announcement. All minimum qualification requirements for examinations must be met by the final filing date unless otherwise specified on this announcement. Applications must be submitted on the official application form AND MUST BE RECEIVED IN THE DEPARTMENT OF CITY CIVIL SERVICE, CITY HALL, 1300 PERDIDO STREET, NEW ORLEANS, LOUISIANA, BEFORE THE CLOSE OF BUSINESS ON THE FINAL FILING DATE.

DELAY IN THE MAIL: The Department of City Civil Service cannot be responsible for failure of the applicant to receive an admission slip to an examination or for failure of the Department to receive material mailed by the applicant. Applicants should notify the Department of City Civil Service in writing of any address changes.

Candidates for original entrance examinations are required to be domiciled in and, if U.S. citizens, registered voters of Orleans Parish unless otherwise specified on this announcement. Aliens residing in the U.S. are required to provide notarized proof of domicile (and an Alien Registration Card). Permanent employees of the City of New Orleans are exempt from this requirement unless otherwise specified on this announcement.

The minimum age limit is 18 years for any class of work requiring hard physical labor, operation of or proximity to hazardous machinery, exposure to hazardous chemicals, or participation in any other processes or procedures which are prohibited or limited by the Louisiana State Child Labor Law.

The working test (probation) period for most positions in the classified service is six months unless otherwise specified. Any working test period may be extended to a maximum of one year at the request of the appointing authority. Positions in the Fire Department and Police Department as well as all positions in the classes of Administrative Analyst II & III (original entrance), Librarian I-IV, Housing & Community Development Assistant & Analyst I, and Institutional Counselor II & III (original entrance) and Principal Analyst I (original entrance) require a one year working test period.

The City of New Orleans has a comprehensive program of substance abuse testing. Candidates for employment for certain positions where the health, welfare and/or safety of the public, co-workers and the individual employee is at risk, will have to undergo pre-employment substance abuse screening. Candidates for all other original entrance positions will have to undergo an unannounced substance abuse screening during their working test period. For further information, see Civil Service Rule V, Section 9.

A MEDICAL EXAMINATION is required for all original entrance probationary appointments to ACTIVE classifications, and may be required for re-employment, promotions and/or transfers.

A MEDICAL SCREENING, which may result in a medical examination, is required for all original entrance probationary appointments to non-active classifications.

GOOD MORAL CHARACTER is required of all applicants. Any applicant may be disqualified if his/her character or past employment record is found to be unsatisfactory as determined by the Department of City Civil Service. Forgery, misrepresentation of facts, or cheating on examinations is punishable by disqualification, fine and other penalties.

IMPORTANT: Applicants who are licensed to drive should have a current license on their person for purposes of identification during all phases of an examination. In lieu of such license, the Department of City Civil Service may require that applicants have some form of picture identification.

VETERANS PREFERENCE: On original entrance examinations, veterans (as defined in Article X, Section 10(2) of the Constitution of the State of Louisiana), disabled veterans, certain spouses and parents of veterans shall receive additional credit if claimed as provided on the Veterans Preference claim form which can be obtained in this office. To obtain credit, this form must be submitted with the required proof (at the minimum, a DD214) before the final filing date.

ACCREDITED COLLEGES AND UNIVERSITIES: An accredited college or university is an institution that is accredited as a college or university by an organization that is recognized by the USDE (United States Department of Education). Revised January 1991, April 2003, July 2005 and February 2007.